Listing of Claims:

1.   (Previously Amended) Apparatus for caller information retrieval comprising:

a customer service response system (CSRS) capable of responding to an incoming

telephone call from a calling party by playing a message to said calling party;

a graphical user interface (GUI) electrically coupled to said CSRS and configured to

receive and display information from said CSRS;

wherein said information received from said CSRS originates from said calling party.

2.   (Previously Amended) The apparatus for caller information retrieval according to Claim

1 wherein said GUI is configured to selectively initiate another message being sent from

said CSRS to said calling party.

3.   (Previously Amended) The apparatus for caller information retrieval according to Claim

1 wherein said GUI displays a plurality of possible messages that may be sent from said

CSRS to said calling party.

4.   (Previously Amended) The apparatus for caller information retrieval according to Claim

3 wherein at least one of said plurality of messages is customizable.

5.   (Previously Amended) The apparatus for caller information on retrieval according to

Claim 1 wherein said CSRS further includes a voice recognition program which is

capable of converting voice signals into text messages.

6.   (Previously Amended) The apparatus for caller information retrieval according to Claim

1 wherein said CSRS further includes a voice recognition program which is capable of

converting text messages into voice signals.

7. (Previously Amended) The apparatus for caller information retrieval according to Claim1 wherein said GUI provides an option for bypassing said CSRS.

8. (Previously Amended) The apparatus for caller information retrieval according to Claim 1 wherein said CSRS is an adjunct to a telephone.

9. (Previously Amended) The apparatus for caller information retrieval according to Claim 1 wherein said CSRS is capable of responding to a plurality of incoming telephone calls from a plurality of calling parties by playing a message to each of said calling parties.

10. (Previously Amended) The apparatus for caller information retrieval according to Claim 1 wherein said CSRS is configured to receive voice and text messages.

11. (Previously Amended) The apparatus for caller information retrieval according to Claim 1 wherein said message is a voice message.

12. (Previously Amended) The apparatus for caller information retrieval according to Claim 1 wherein said message is a text message.

13. (Previously Amended) The apparatus for caller information retrieval according to Claim 1 wherein said message is a multimedia message.

14. (Previously Amended) The apparatus for caller information retrieval of Claim 1 wherein said CSRS is further capable of accessing a remote computer system in response to receipt of said information from said calling party.

15.   (Previously Amended) The apparatus for caller information retrieval of Claim 1 wherein

said CSRS is further capable of forwarding said incoming call to another telephone

number in response to receipt of said information from said calling party.

16.   (Original) A method of servicing a call at a call center comprising:

receiving information from a caller at a customer service response system (CSRS);

displaying said information on a graphical user interface (GUI);

employing said GUI to prompt said CSRS to send a message to said caller; and

transmitting said message for receipt by said caller.

17.   (Original) The method according to Claim 16 further comprising selectively initiating

from said GUI another message being sent from said CSRS to said calling party.

18.   (Original) The method according to Claim 16 further comprising displaying on said GUI

a plurality of possible messages that may be sent from said CSRS to said calling party.

19.   (Original) The method according to Claim 18 further comprising customizing at least one

of said plurality of messages.

20.   (Original) The method according to Claim 16 further comprising converting a voice

signal received from said calling party into a text message for display on said GUI.

21.   (Original) The method according to Claim 16 further comprising converting a text

message displayed on said GUI into a voice message for transmission to said calling

party.

22.   (Original) The method according to Claim 16 further comprising bypassing said CSRS

and connecting said incoming telephone call to a telephone at said call center.

23.   (Original) The method according to Claim 16 further comprising said CSRS responding

to a plurality of incoming telephone calls from a plurality of calling parties by playing a

message to each of said calling parties.

24.   (Original) The method according to Claim 16 further comprising receiving at said CSRS

at least one voice message and at least one text message.

25.   (Original) The method according to Claim 16 further comprising said CSRS accessing a

remote computer system in response to receipt of said information from said calling

party.

26.   (Original) The method according to Claim 16 further comprising said CSRS forwarding

said incoming telephone call to another telephone number in response to receipt of said

information from said calling party.

27.   (Original) A call center comprising:

call system response (CSR) means for receiving information from a plurality of telephone

calls;

graphical user interface (GUI) means coupled to said CSR means for displaying said

information from said plurality of telephone calls;

wherein said GUI means is also for initiating a response to said information from at least

one of said telephone calls.

28.   (Original) A call center comprising:

a customer service response system (CSRS) capable of simultaneously responding to a plurality of incoming telephone calls from a plurality of calling parties by playing a message for receipt by each of said calling parties;

a graphical user interface (GUI) electrically coupled to said CSRS and configured to display information from said CSRS that originated from at least one of said plurality of calling parties; and,

voice recognition software included within said CSRS;

wherein information from at least one of said calling parties is received by said CSRS as a voice signal;

wherein said voice recognition software is configured to convert said voice signal into a text message for display on said GUI.